



**6712-01**

**FEDERAL COMMUNICATIONS COMMISSION**

**[OMB 3060-1042]**

**Information Collection Being Reviewed by the Federal Communications**

**Commission**

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice and request for comments.

**SUMMARY:** As part of its continuing effort to reduce paperwork burdens, and as required by the Paperwork Reduction Act (PRA) of 1995, the Federal Communications Commission (FCC or Commission) invites the general public and other Federal agencies to take this opportunity to comment on the following information collections. Comments are requested concerning: whether the proposed collection of information is necessary for the proper performance of the functions of the Commission, including whether the information shall have practical utility; the accuracy of the Commission's burden estimate; ways to enhance the quality, utility, and clarity of the information collected; ways to minimize the burden of the collection of information on the respondents, including the use of automated collection techniques or other forms of information technology; and ways to further reduce the information collection burden on small business concerns with fewer than 25 employees.

The FCC may not conduct or sponsor a collection of information unless it displays a currently valid OMB control number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the PRA that does not display a valid OMB control number.

**DATES:** Written PRA comments should be submitted on or before **[INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER]**. If

you anticipate that you will be submitting comments, but find it difficult to do so within the period of time allowed by this notice, you should advise the contact listed below as soon as possible.

**ADDRESSES:** Direct all PRA comments to Cathy Williams, FCC, via email PRA@fcc.gov and to Cathy.Williams@fcc.gov.

**FOR FURTHER INFORMATION CONTACT:** For additional information about the information collection, contact Cathy Williams at (202) 418-2918.

**SUPPLEMENTARY INFORMATION:**

**OMB Control No.:** 3060-1042

**Title:** Request for Technical Support – Help Request Form

**Form No.:** N/A - Electronic only

**Type of Review:** Revision of a currently approved collection.

**Respondents:** Individuals or household; business or other for-profit; not-for-profit institutions; and state, local or tribal government.

**Number of Respondents:** 36,300.

**Estimated Time Per Response:** 8 minutes (0.13 hours).

**Frequency of Response:** On occasion reporting requirement and recordkeeping requirement.

**Obligation to Respond:** Required to obtain or retain benefits.

**Total Annual Burden:** 5,082 hours.

**Total Annual Cost:** \$609,840.

**Privacy Act Impact Assessment:** Possible Impacts.

**Nature and Extent of Confidentiality:** In general there is no need for confidentiality.

On a case by case basis, the Commission may be required to withhold from disclosure certain information about the location, character, or ownership of a historic property, including traditional religious sites.

**Needs and Uses:** The Commission will submit this collection as revision to the currently approved collection. The Commission is slightly revising the electronic form to include five additional data elements, FCC Registration Number, Call Sign, Antenna Registration Number, Facility ID and File Number. Today customers are asked to include this information as part of their narrative description and often neglect to include all the necessary information to process their request. This results in customer services representatives needing to contact the customers to obtain the additional details, which slows down case resolution. We do not anticipate these changes will impact the customer burden, since they will only need to include the information applicable to their request, and it was previously requested as part of the description field. There will be no change to the estimated average burden (hours and costs) or the number of respondents.

The FCC's maintains Internet software used by the public to apply for licenses, participate in auctions for spectrum, and maintain license information. In this mission, FCC has a 'help desk' that answers questions related to these systems as well as resetting and/or issuing user passwords for access to these systems. The form currently is available on the website <https://esupport.fcc.gov/request.htm> under OMB Control Number 3060-1042.

This form will continue to substantially decrease public and staff burden since all the

information needed to facilitate a support request will be submitted in a standard format but be available to a wider audience. This eliminates or at least minimizes the need to

follow-up with the customers to obtain all the information necessary to respond to their request. This form also helps presort requests into previously defined categories to all staff to respond more quickly.

Federal Communications Commission.

**Cecilia Sigmund,**

*Federal Register Liaison Officer.*

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